

REDACTED

From: Antonik, Joseph <Joseph.Antonik@nyulangone.org>
Sent: Friday, November 06, 2020 4:19 PM
To: Porges, Andrew <Andrew.Porges@nyulangone.org>
Cc: Ruiz, Miriam <Miriam.Ruiz@nyulangone.org>; Fesolowich, Patricia <Patricia.Fesolowich@nyulangone.org>
Subject: RE: Edelman Issues

Here are notes I added to the summary

Dr. Edelman does not read her Outlook emails in a timely manner

Dr. Edelman does not close her encounters in a timely manner

Dr. Edelman did not report to the office for several months during Covid, from March 23 through June 10, and returned intermittently until July 7. She is still maintaining a shorter schedule to minimize her time in the office.

11.13.19 Dr. Edelman berated Miriam regarding after Miriam asked her basic questions about her schedule

6.15.20 Patient complained that a video visit was conducted in an unprofessional manner, Edelman's daughter interrupted the visit twice.

9.8.20 Dr. Edelman created an inappropriate chart note directed at our Shields Pharmacy Liaison stating that she does not communicate through Outlook email, and that missed messages may lead to liability. This message had no place in a patient's chart.

9.9.20 Dr. Edelman was 90 minutes late to her office, did not inform the manager in a timely manner – 6 patients were waiting, this is a frequent complaint from her patients that Dr. Edelman runs late.

9.15.20 Dr. Edelman complained that the MA did not review patient's medications, the MA did on the patient in question. Dr. Edelman frequently accuses staff of not doing work that was in fact done, creating unnecessary efforts and tension.

9.16.20 Pt. MRN 1444267 complained that Dr. Edelman frequently runs late, and switched to another provider

10.6.20 Dr. Edelman demands that her MA takes verbal orders, and does not follow up with placing the order in EPIC

10.19.20 Dr. Edelman complained to Miriam that during the Rheum Educational Conference, the physicians were discussing politics making her uncomfortable. Witnesses to the conversation stated that there was nothing inappropriate being discussed, and this is an example of Dr. Edelman making an unfounded complaint against her colleagues.

10.20 Patient was seen in the office by a different provider an hour before her visit with Dr. Edelman; orders were entered by Rosemary Fine and had blood drawn, When the patient saw Dr. Edelman, the physician entered duplicate blood orders; patient was upset because the patient received duplicate bloods. Had Dr. Edelman reviewed the chart, she would have seen the results.

10.28.20 Dr. Edelman complained to Miriam that a visco order was never processed, when in fact she never placed the order when she said she did.

10.28.20 During a Webex conference, Miriam asked Dr. Edelman to mute her phone, Dr. Edelman lashed out at Miriam telling her to "don't touch me, don't come near me" this was heard by all attendees and staff on the floor.

From: Antonik, Joseph
Sent: Friday, November 6, 2020 2:20 PM
To: Porges, Andrew <Andrew.Porges@nyulangone.org>
Cc: Ruiz, Miriam <Miriam.Ruiz@nyulangone.org>; Fesolowich, Patricia <Patricia.Fesolowich@nyulangone.org>
Subject: Edelman Issues

Hi Andy/Trish/Miriam –

David requested all information on Edelman to be sent to him today. We need a clear, convincing summary with examples sent.

Here is what I have from my notes. Ideally we want recent examples of inappropriate behavior and communication between Edelman, staff and patients.

Issues with Dr. Edelman:

Dr. Edelman is routinely abusive to staff. She has created a negative work environment in suite 306

Dr. Edelman has a history of writing inappropriate notes in patient's charts

This note was placed in a patient's chart on 9/8/20

Sari Dawn Edelman, DO

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9:36 AM

Note

Error! Hyperlink reference not valid.

Did you send it in Epic? I do not have it on my desk, and it is not scanned in so likely I did not receive it.

I do not use NYU email for any patient related work. I will not open it, as it is not part of medical chart and therefore it violates OPC regulation as keeping information separate from legal chart. In past I had patient report complaint to OPC regarding billing, and it was found documentation done in NYU emails, and therefore not included in patient record. OPC considered this serious violation as patient has rights to their chart including billing and all ancillary services. By placing information in separate system not linked to patient chart it is essentially considered "hiding" information. Thank goodness I was not found culpable as I was not on any of the emails, and therefore it did not impact my medical licence. I did have to incur cost of private counsel though to prove this. However, the office team management who had used NYU email to correspond patient information this way was found responsible and there were communications with OPC and our office team at time. Since then only use NYU email for professional correspondence. Absolutely no patient communications.

The management involved in this matter is no longer with NYU.

If you send me information this way I would not have received it as I will not even open it. During pandemic we had use email NYU as unable scan into Epic faxes so forced to communicate this way and I informed patients that email not secure, and not part of chart during pandemic so there would be transparency. Now that office been open sometime have not used this method of patient receiving faxes/forms several months.

Please print form or fax to office so Miriam can print and place on my desk.

Dr. Edelman

Patient Complaint received on 6/15

ersation PtVisit Info Meds/Problems Vitals/Labs My Last Note Help | 1 Results Not Significant More

Previous Visit

Date & Time	Department	Encounter #
6/15/2020 3:30 PM	NYU LANGONE LI RHEUMATOLOGY	REDACTED

Message

Hello Dr. Edelman,

I was very disappointed in the way you conducted our video visit this afternoon. It was very unprofessional as there was no privacy on your end with the door behind you opened. After you excused yourself for I assume your daughter, who was waving her mask in front of the camera, another or the same daughter came into the room and sat on your chair and was waving at me. You did apologize but I expect my doctors if they have to work from home to conduct their visits professionally as HIPPA requires!!

I hope if our next visits have to be done this way that there will be no interruptions and complete privacy! Thank you.

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Encounter Notes

From: Ruiz, Miriam <Miriam.Ruiz@nyulangone.org>
Sent: Wednesday, November 13, 2019 11:33 AM
To: Antonik, Joseph <Joseph.Antonik@nyulangone.org>; Lucca, Nicole <Nicole.Lucca@nyulangone.org>
Cc: Magen, Gloria <Gloria.Magen@nyulangone.org>
Subject: Conversation with Dr. Edelman

Hi Joe and Nicole

I just had a conversation with Dr. Edelman about her schedule here at Marcus Avenue.

1. I asked her what time would she would like to start here at Marcus she replied just move the patients over.
2. I can't get here early but I will honor the patients appointments.
3. I asked her if she had a preference of what time she would like to start?
4. She replied I am not giving you set hours I don't want patients to be put in by call center, this is just for Huntington patients.
5. I asked again, if a patient is unable to get here for 8:30 what do you want me to do.
6. She replied in a very loud, demeaning tone: YOU are NOT understanding me. I want the patients to just be moved over.
7. In January, I will TELL you what my hours will be.
8. I simply said ok, and she stormed out.

I find this to be very unprofessional, inappropriate and demeaning. I am here to fully support Dr. Edelman but not under these circumstances.

I appreciate your time.

Thank you

Miriam Ruiz

Joseph Antonik, MBA
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